As summer ends and the school year begins, Volunteer Services is looking ahead to the many volunteer activities happening in and around our libraries. A few highlights:

The Traveling Stories program is restarting and volunteers will again provide story times to preschool children in Head Start classrooms. Traveling Stories is supported by a group of new and returning volunteers who, through their reading sessions with the kids, have a profound impact on early literacy skills.

The HomeWord Bound program, another impactful library program, is a year-round program supported by a small and mighty group of volunteers who select materials for Deschutes County residents who are physically unable to come into the library.

Volunteers in our physical libraries continually enrich our communities by providing support through organizing and moving materials back to the shelves, tending to children’s early learning areas, helping with open computer lab, supporting tech services and providing notary services to the public.

Volunteers bring energy, enthusiasm and skills to the library making a tremendous difference in the community. Thank you to all volunteers!

Judy England, Volunteer Services Coordinator

Wayfinder
A Bit of History
The idea of moving away from the Dewey Decimal Classification System (Dewey) is far from new and many libraries made this conversion as far back as 2007 (Library Journal “The Dewey Dilemma” https://www.libraryjournal.com/?detailStory=the-dewey-dilemma). A Google search of the term “Deweyless” returns more than 4,000 results!

Let’s take a quick look back at the reason

Deschutes Public Library also made this change:

Browsability and Circulation
One of the points that is often presented with going Dewey-less is the idea that customers are more often browsers than “known item finders.” This is the model that most bookstores use: browsing by category.

How exactly does the bookstore model provide better browsing? “People will be able
to browse more easily because when they come in, they’ll find all the books on one subject in one place, which with Dewey wasn’t necessarily true,” said Cheryl Dobbs, Greenwood Public Library Executive Director. (Greenwood Library Ditching Dewey Decimal System link https://www.wthr.com/article/news/local/greenwood-library-ditching-dewey-decimal-system/531-806d4e42-747e-4047-bc09-00e2394bbfd3).

By providing a more browsable classification system, customers have a better user experience and libraries see an increase in circulation.

Usability for the Customer
Beyond the browsability, one of the other main reasons why libraries are moving away from Dewey is the user experience. Studies show that people don’t know how to use the Dewey Decimal System.

A study highlighted in Library Journal (The Dewey Dilemma link https://www.libraryjournal.com/story/the-dewey-dilemma) shows:

- 68.4% of customers have trouble understanding the library catalog
- 50.5% state call numbers are too complicated to use
- 63.2% want to go straight to the shelves without having to look anything up
- 66.3% feel intimidated by a classification system they don’t understand
- Only 7.4% say they rarely have trouble finding nonfiction materials
- 48.4% of Library staff said the system could be vastly improved by combining some categories and adding words to the call number label to indicate a general subject area.

Addressing Bias in the Dewey Decimal System
The Dewey system dates back to the 1870s and was created for a society very different than the one we live in today. Melvin Dewey, though an innovator in his time and the father to library classification and discovery, was not without faults. He was censured by the American Library Association—the very organization he co-founded. He was
then forced to resign from his state library position. “By 1905 he had been asked to step down from the American Library Association, amid criticism of his refusal to admit Jewish people to a private members’ club he owned and accusations that he had made unwanted advances on 3 female colleagues during a trip to Alaska” (https://sites.gold.ac.uk/library-blog/bad-dewey).

Dewey’s exclusionary world-views are also present within the classification scheme itself. This causes a pervasiveness that upholds systemic racism and sexism, in ways that libraries, including Deschutes Public Library, are attempting to move away from.

**Finding Our Way to Wayfinder**

Wayfinder was created specifically for Deschutes Public Library. Though there are a number of studies showing the benefit of a word-based system, there is not a current industry standard to switch to. As libraries have made the change to go to a word-based system, most have found a need to adjust the structure of a new system to best match their own specific demographic and customer need, which was indeed the outcome for DPL.

Here a DPL, we decided to stick with a hybrid approach, adding the Wayfinder categories while also retaining the underlying Dewey number. This is because, with word-based systems, one side effect to that change is that finding a very specific item can become more challenging. Browsing is increased, but known item finding can have an impact. Some libraries, DPL included, have been combating this by not dropping Dewey entirely, but rather grouping materials by concept or genre, and then within those categories keeping an assigned Dewey number for easier retrieval. For larger collections especially and even perhaps those with floating classifications, this hybrid option has real benefits.

Which is a great time to remember, we aren't taking anything away, but instead adding in additional finding aids. Dewey is still there for our Dewey-based users including our staff, volunteers, shelvers and very library-savvy customers! We’ve added a layer to help those that don’t know how to use the system, but we’ve also retained the specificity needed from Dewey—it truly is a win-win!

Finally, we already know this is successful. DPL had already moved to a word-based system with our picture books back in 2018, which was a huge success. The change was overwhelmingly met with positive reactions and a 15–20% increase in circulation to that collection. What’s more, we have built Wayfinder to mimic the picture book structure, which means if you’ve been successful in paging lists, catalog display searches, known-item finding, and browsing with the picture books, we have a certain level of confidence you will have the same experience using Wayfinder.

Even more libraries have headed this way. Here are some new implementations I’ve stumbled upon recently for inspiration:

- Greenwood, Indiana
  https://www.greenwoodlibrary.us/subjectsavvy
  http://evergreen.lib.in.us/eg/opac/home?locg=83

- Gwinnett County Public Library, Georgia –
  Gwinnett libraries closing for ‘bookshelf reclassification’ (ajc.com)
  Gwinnett County Public Library (gwinnettpl.org)

*Emily O’Neal, Technical Service Manager*
Libraries Updates
It's been quite a year. Not only did we transition materials into the new classification system, our buildings have seen a lot of remodel activity. The La Pine Library grand opening is Saturday, October 14, with festivities from noon-2:00 p.m. The Sisters Library will be next with a grand opening on October 28, from noon–2:00 p.m. For up-to-date activities check our website page “Future Libraries” [https://www.deschuteslibrary.org/futurelibraries](https://www.deschuteslibrary.org/futurelibraries).

Program Highlights
Book Clubs, Writers Writing, October “Know Stars” programs and the return of the much-beloved Train Man in December! To keep up-to-date with all the programs check out the Events guide: [https://www.deschuteslibrary.org/calendar/eventguide/?month=9&year=2023](https://www.deschuteslibrary.org/calendar/eventguide/?month=9&year=2023) or the full calendar [https://www.deschuteslibrary.org/calendar](https://www.deschuteslibrary.org/calendar).

Legal Resources at the Library
Notary Public Services: Free, limited drop-in notary services for the public every other Thursday. Up to two documents notarized per person, per session. Here’s a video on the notary program: New at the Library: Notary Public Services - YouTube [https://www.youtube.com/watch?v=VChWYeVn9_8](https://www.youtube.com/watch?v=VChWYeVn9_8).

Lawyer in the Library For a description of services see our website: Lawyer in the Library [https://www.deschuteslibrary.org/services/lawyerinthelibrary](https://www.deschuteslibrary.org/services/lawyerinthelibrary).

Law Librarian Office Hours Our Legal Services Librarian is available at several of our locations to provide assistance with legal information questions. For locations: [https://www.deschuteslibrary.org/calendar/eventguide/?month=9&year=2023](https://www.deschuteslibrary.org/calendar/eventguide/?month=9&year=2023).
Kathy Ketchum has a deep-rooted love of libraries. As a child growing up, and as a student worker in her college library, libraries have been important to Kathy, making it Deschutes Public Library’s good fortune the Sunriver Library was Kathy’s first place to volunteer after retirement.

Central Oregon isn’t new to Kathy, who lived in Sisters from sixth grade through high school. After college and years working in the Willamette Valley—as a pharmacist with Kaiser, a consultant with Medicaid assessing drug’s effectiveness and safe use, and teaching pharmacy students at Oregon State University—Central Oregon became her retirement location.

Kathy and her husband, Terry Droessler, are extremely active outdoors with a love of camping and exploration. When asked for a favorite spot to camp, she says high alpine lakes are a favorite but there are many spots she enjoys. Kathy is careful not to divulge the spots as some are already becoming too popular. Kathy and her husband love to travel and have visited many countries including Brazil, Peru, and Ecuador, enjoying and exploring the culture and always incorporate hiking, camping and birding as part of their travels. New Zealand is their upcoming 2024 adventure.

When asked, “What is something people wouldn't know about you just from looking at you?,” her response was “Lots of things!” Kathy’s first job was “rogueing” potato fields (rogueing means removing diseased potatoes from the fields). She’s also scooped ice cream at the Sno-Cap in Sisters, acted as a fire look-out on Hinkle Butte, and has gone scuba diving around underwater WWII shipwrecks at Truck Island and with schools of barracuda at Palau in Micronesia. If that’s not enough, she’s bicycled Cycle Oregon II, III and IV and cycled the Loire and Dordogne Valleys in France. Wow!

Kathy has volunteered with the Sunriver Library for more than five years. Her devotion to Deschutes Public Library is strong, as is her passion and admiration for all things library, including the expansion of items and offerings, such as the museum passes.

In talking about libraries Kathy says, “I love way the library acts as a community builder. You see parents bring their little kids in to interact with other kids and parents. You see older kids gathering after school, in a safe space to wait for rides. You see tutors meeting their tutees. You see people at many in-person and online events. You see community meetings in the conference room.”

Kathy also highlights her delight in observing staff as they introduce new patrons to all the library has to offer and how staff interact with and help anyone who walks in the door with respect and kindness.

Kathy has a keen sense of pride in her library and Deschutes Public Library is very lucky to have her as a volunteer. Thank you, Kathy, for all you do!
Volunteers are instrumental on a daily basis, helping us fulfill our mission. It goes without saying they become like family to us. When one has a late life diagnoses of ALS and succumbs quickly, it hits our hearts hard.

Rita Vance developed a passion for children's literacy while volunteering at the Jackson County Library in southern Oregon. After moving to Bend, Rita began volunteering with Deschutes Public Library in 2016 as a Read Rhyme Romp volunteer (now known as Traveling Stories), reading in preschools and continued until February 2023 with only a slight hiatus due to COVID.

Her family wrote, “Her last 10 years were spent in Bend, Oregon, where she spent countless hours teaching and playing with her grandchildren. Those years were also full of joyous volunteering doing Story Times that encouraged young children's love of books and learning with the Deschutes Public Library, La Manzanita Day Care and Preschool and Neighbor Impact's Head Start program. She also was a volunteer at Three Rivers Elementary School, where she helped kindergarten children with school and volunteered as a SMART reader for children's literacy. After her illness began and she could no longer speak clearly, she donated all the Story Time and flannel boards she had developed with all the supplies and materials so her Story Times could continue.”

Rita’s life was filled with giving, from her work with the Red Cross during the Vietnam War to assisting foster children and troubled teenagers and helping disabled and ill older adults and their caregivers. Rita won many awards for her outstanding work helping others, including Community Builder of Jackson County, Dunn House Volunteer of the Year, the Family Nurturing Center Circle of Caring, and Neighbor Impact's Head Start Volunteer of the Year.

Thank you, Rita. Deschutes Public Library has been blessed to have had you in our orbit for six years.
Lydia joined the Deschutes Public Library’s Sisters team in June 2021 as a Public Services Specialist. Within three short months she took on the role of volunteer liaison for a team of 5–10 volunteers. Since January 2023, the Sisters volunteers have been on leave whilst the building underwent remodeling. During their hiatus, Lydia has kept in contact with our group, sending birthday greetings, well wishes, and sharing library developments. She and the Sisters staff are eagerly awaiting their return once construction is complete in mid-October. At that time, Lydia will be busy providing support and training to familiarize our shelvers with the Wayfinder categories and a newly remodeled building.

For 10+ years, Lydia volunteered at the library where her mom still works to this day. “It established my love for libraries and I got to experience the hard work that volunteers do to make our libraries run efficiently. Being a volunteer liaison means that I can give back but in a way that reminds me of my library roots.”

Being a big movie fan, Lydia enjoys going to the movie theater, sometimes three to four times a month. If she has more time, she likes visiting the High Desert Museum. Her favorite: those playful, super cute otters! She also loves putting together jigsaw puzzles. Her most recent puzzle was 1500 pieces, and she completed it in just four days! Once finished she glues them together, adds a frame and uses them as decoration in the hallways of her apartment.

Zoe Schumacher, Operations Supervisor, Sisters Library

What are you currently reading?
One month of the year I try to read a book outside of my usual biography comfort zone. Currently I am reading a book a co-worker recommended to me called Things I Wish I Told My Mother by Sue Patterson. A quick read about a mother and daughter who vacation together in France. Also, I have been trying to check out some fun picture books like Shy Robin by Jamie Kim. A cute story about a small hippo’s first day of school and the power of friendship.

What has been your most influential book?
Born a Crime by Trevor Noah. I rarely ever read a book twice but this one has been an exception. It makes me laugh, cry, and reflect. I am a huge fan of the comedian and his book shows a raw and emotional side to himself. One that I could read and listen to over and over.

What is your favorite book from childhood?
Bread and Jam for Frances by Russell Hoban. It was my favorite book as a little girl and I still have very early memories of my mom reading it to me before bed. Francis the Badger books were a big hit as a child but Bread and Jam was always my top pick.
Which is your favorite section of the library? Why?
My favorite section is our Entertainment and Film section. I’m a big celebrity memoir fan. It’s like watching reality television or celebrity documentaries but with more backstory and from the source itself.

E-reader or print?
Print. I sometimes go over to e-reader form but I tend to get more distracted using a device. At least with a printed book, I don’t have candy crush notifications popping up while reading.

Where is your favorite place to read?
Depends on the season. I enjoy reading in my bedroom when it is cold outside. During warmer weather months, I tend to find myself at a park with a book.